

**ATTACHMENT 1**

**PERFORMANCE**

**WORK**

**STATEMENT**

**U.S. EPA Gulf Ecology Division**

**Gulf Breeze, Florida 32561**

# **PERFORMANCE WORK STATEMENT**

## **OPERATIONS AND MAINTENANCE SUPPORT SERVICES**

### ***1.0 General Scope of Work***

- a. The Contractor shall provide on-site all management, supervision, labor and equipment (except as described in Section 4.1 – Government Furnished Equipment) to plan, schedule, coordinate and assure effective performance of all services described in this Performance Work Statement (PWS). Performance must be commensurate with the complexity and sophistication of the unit being serviced or work being requested. The Contractor is responsible for performing scheduled and unscheduled maintenance and repairs, as necessary, on a 24-hour a day, every day of the year basis including emergency call-back service.
- b. The Contractor shall provide an experienced on-site Project Manager and working staff to operate and maintain the laboratory physical plant, meet general operating needs as specified to maintain the laboratory conditions and operations required to conduct ongoing research without interruption and provide grounds keeping. The Contractor shall be required to take all steps and measures which would be taken by a prudent building owner to maximize the life expectancy of the property.
- c. GED staff requests facility support by preparing an electronically submitted “Work Request” which is then compared to the requirements of the contract by the COR. Once approved, Work Request becomes a work order and is submitted electronically to the Contractor project manager (PM). Priorities are assigned by the Contractor in consultation with the COR who makes the final decision. Any anticipated or unanticipated deviation from normal operating conditions -- such as temperatures, hours of ventilation system operation, building opening and closing times shall be immediately communicated to the COR/altCOR and/or Safety Officer if the deviation could potentially affect safe working conditions. The COR shall be advised of maintenance schedules and actions which affect laboratory operation or building occupancy.
- d. The Contractor shall provide preventative maintenance, maintenance repairs, mechanical and architectural maintenance, operations services, tours and watches, overtime services, storm clean-up, emergency call-back services and support services. All services shall be in accordance with requirements of this PWS to detect potential problems early, so that they may be corrected quickly.
- e. Upon observation of need or potential problematic condition with any equipment (Attachment 06) or building (Attachment 01), contractor shall self-generate work requests for troubleshooting, repair, or adding an additional level maintenance beyond normal PMI schedule. In general, if a problem with a piece of equipment is ongoing or predicted to occur during routine or unscheduled observation, contractor is responsible for promptly reporting the condition so that necessary and prudent attention can be appropriately assigned and scheduled to prevent worsening of the condition, damage to the equipment, potential loss of service, potential for creating a safety issue, etc.

- f. The Contractor shall be responsible for developing and executing detailed operation plans and procedures for all building equipment and systems which will provide the highest possible operational efficiency compatible with adequate maintenance and repair requirements prevent duplication of effort and promote energy conservation and efficient use of resources. The contractor shall develop an in-depth work plan (see Attachment 3, REPORTS OF WORK).
- g. The Contractor shall provide information about the facility and contractor operations & maintenance (O&M) activity on-site to the Contracting Officer Representative (COR) through standard and customized reports and attendance at planning meetings. See Attachment 3.
- h. The Contractor shall maintain the assigned machinery spaces, shops and storerooms in a clean and safe manner. When work is performed in these areas, the contractor's personnel shall remove all debris and leave the floors and work benches clear, except for stationary equipment. Disposal of hazardous materials/wastes shall be in accordance with lab policy and local, state and federal codes. The Contractor shall obtain the approval of the COR before storing anything in machinery spaces.
- i. The Contractor shall provide any general-purpose Office Supplies and Equipment required to support the Contractor's onsite operation such as paper, pens, pads, envelopes, postage, and forms.
- j. The Contractor shall keep records and inventories of equipment histories, utility usage for the effluent system, flow rates for NPDES permitted facility discharge points, operating conditions, Government furnished property and other operating data.
- k. The Contractor shall submit a written request to the COR for approval to use, or apply, unfamiliar chemicals of any nature when their use is considered necessary and essential to accomplish a task. Because environmental research is being conducted on-site under very closely controlled conditions this requirement applies to both interior and exterior work.
- l. The Contractor's staff shall be active participants in GED's Emergency Evacuation Plan. Examples of assistance provided include, but are not limited to: installing storm shutters, securing buildings and utilities, and covering equipment prior to a hurricane and removing and storing shutters after the storm has passed. The contractor will be responsible for clean-up and repair of the facilities, within PWS limitations, after storms and be an active participant on the GED's Rapid Re-entry Team to evaluate structures and ensure buildings and equipment are safe for re-entry of GED personnel.

## **2.0 CLIN**

### CLIN 1 – General Operations, Management and Administration, and Contractor Furnished Property: (Fixed Priced)

The Contractor shall provide all necessary supervision, personnel, and equipment for coordinated operations, maintenance, and support of the described facilities and grounds for the attainment of the stated objective.

#### CLIN 2 – Supplies, Materials, and Specialized Contracted Services: (Cost Reimbursement)

The Contractor shall provide the supplies, services and materials required for building and equipment maintenance as authorized by the Contract-Level Contracting Officer Representative (CL-COR) or in accordance with the contractor's purchasing system standard operating procedures.

#### CLIN 3 – Overtime/Emergency Call Back Services: (Cost Reimbursement)

The Contractor shall provide overtime as required pursuant to the provisions of this contract and the clauses entitled FAR 52.222-2 PAYMENT FOR OVERTIME PREMIUMS (JUL 1990) and FAR 52.222-4 CONTRACT WORK HOURS AND SAFETY STANDARDS—OVERTIME COMPENSATION (MAY 2014) with the following additional approval restrictions: (1) The Contractor shall not work overtime without prior approval of the Contracting Officer or CL-COR, (2) If the Contractor works overtime pursuant to FAR 52.222-2, the Contractor shall notify the CL-COR within 72 hours of telephonic notification of the emergency. The contractor shall then follow up with a written notification document, which shall include the following: The number of overtime hours worked by position/employee, the total number of overtime hours worked, the direct labor cost plus fringe benefits and payroll taxes per hour for each labor category, and the total estimated cost of the overtime labor.

### **3 Safety and Quality Assurance**

The Contractor shall establish, implement, and maintain a complete, site-specific Safety Plan to ensure all safety-related requirements of the contract are met. The basic tenet of the plan is that the Contractor, not the Government, is responsible for the safety and actions of the Contractor's personnel and subcontractor personnel. The Contractor shall submit the written Safety Plan to the COR within 30 calendar days after Contract Start Date and with annual revisions during the first month of all option years of this contract. The Plan shall address all actions of the Contractor to meet the safety-related contract requirements, including, but not limited to:

- employee and subcontractor training;
- record keeping;
- personal protective equipment;
- confined space entry;
- medical monitoring;
- hot works (i.e., welding, cutting, brazing, or other open flame devices);
- lock out/tag out;
- hazardous materials and hazardous waste;
- respiratory protection;
- fire prevention;
- emergency notification and
- evacuation

***Additional Safety and Environmental Compliance requirements with specific performance measures can be found in the table in Attachment 04, GED Quality Assurance Plan.***

#### **a. Legal Requirements**

The Contractor's operations shall be in accordance with legal requirements of the government including, but not limited to:

- OSHA General Industry Rules, 29CFR 1910
- OSHA Construction Industry Rules, 29CFR 1926
- Florida OSHA and Department of Environmental Quality Regulations
- National Electric Code
- National and State Building and Plumbing Codes
- NFPA standards and State Fire Marshal as applicable
- ANSI standards as applicable
- EPA regulations as applicable and including any GED-specific requirements
- Federal Facilities Compliance Act of 1992

#### **b. Personal Protective Equipment (PPE)**

The Contractor shall supply all safety equipment, protective clothing, and measuring devices needed to safely perform the work and shall ensure that each measuring device is properly calibrated. Further, the Contractor's employees shall have sufficient expertise in their fields to identify hazards in their worksites which need to be addressed.

#### **c. Hazard Identification**

The Contractor shall be required, through the work request process, to correct safety hazards or concerns. Safety hazards identified of the Contractor's responsibility shall be corrected at the expense of the Contractor. The cost of those identified as belonging to the government will be borne by the government. For clarification of safety requirements or in instances where uncertainty of a hazard presence, the SHEM officer and COR should be consulted.

GED includes several areas requiring special consideration:

- Care shall be taken at all times when working in laboratory spaces or outdoor research areas to avoid opportunity for cross contamination with an active project or analysis. Entry is permitted after proper training and protective equipment.
- Care shall be taken in and around the Chemical Storage Buildings 39 to prevent contamination of individuals and equipment.
- Labs contain hazardous chemicals, and pressurized gases. Entry is permitted only by those individuals with training and personal protective equipment, if required.
- Hazardous materials may be present in air handling and other systems at GED. Employees likely to be exposed shall be trained appropriately and provided with protective equipment, if needed.
- Some of the buildings of GED contain asbestos and maintenance personnel shall be made aware of the locations and procedures necessary to prevent contamination of individuals. See GED's Asbestos management plan and seek guidance from SHEM when working in areas known to have asbestos or when asbestos presence is suspected.
- GED has identified and noted locations defined as confined spaces. Entry is only permitted to personnel with proper training.
- Fall hazards from ladders, rooftops and confined spaces may be encountered at GED. The Contractor shall be responsible for providing Contractor's employees with training and personal protective equipment.

- Hazards from the exposure to hot and cold environments may develop at GED. The Contractor shall be responsible for properly training employees and providing personal protective equipment, if needed.
- Hazardous materials may be encountered in the daily operations of the building through contact with laboratory systems, in which case, the EPA's Room Manager or EPA's SHEM Manager will supply the necessary technical information to the Contractor.
- During the course of operation, exposures to moving parts may occur. Contractor employees shall be properly trained in machine guarding, material handling, use of lifting devices such as boat lifts, forklifts, jacks, etc.

#### **d. Training**

In addition to Contractors regular safety training activities, the Contractor shall also participate in all training that is as required by the SHEM manager, GED's Chemical Hygiene Plan, SPCC training, RCRA, DOT training, etc. as required.

#### **e. Chemical and Hazardous Materials Inventories**

Within thirty (30) calendar days after Contract Start Date, the Contractor shall provide to the EPA COR, a chemical and hazardous material inventory list and copies of the Safety Data Sheets (SDSs) for all chemicals or hazardous materials stored by or used by the Contractor as an appendix to the Building Operating Plan. Additionally, the Contractor shall submit all revisions, as required, within one (1) workday of any change (e.g., deletion or addition of any chemical or hazardous material or change to storage location). The initial inventory and all revisions thereto, shall include the following data for each type of chemical or hazardous material for each location where the chemical or hazardous material is stored or used:

- a. Trade Name of material.
- b. Name and CAS Number of chemical or hazardous material.
- c. Storage or use location.
- d. Quantity of material and container size (e.g., 3 each 1-gallon pails).
- e. Description of how the material or chemical is used.
- f. Safety Data Sheet (SDS), cross-referenced to the inventory.

### **3.6 Protection of Persons and Research**

The Contractor shall be responsible for the safety of Government, Public, Visitors, and other Contractor personnel who are exposed to the Contractor's operations.

Contractor will also be responsible for notifying staff following approval of work by COR and, if needed, SHEM Officer whenever work activity will cause disruptions to building services (water/electrical supply etc.) or put workers or research activities at risk.

When disruptions are likely, contractor shall install temporary signage at the locations affected and group emails to staff well in advance of a planned outage. Emergency or short-notice (< 1 hour) shut down notifications shall be done via paging system and personal verbal notification to staff in the affected building/s in addition to email and signage.

#### **f. Housekeeping**

The Contractor shall maintain each work site in an orderly condition at all times. The Contractor shall remove all rubbish and debris from each work site at the end of each work day and at the completion of each job. Materials stored overnight at each work site shall not present a hazard to building occupants. Opened containers of hazardous and/or flammable materials (e.g., paint, thinner, adhesives, etc.) shall not remain inside any facility overnight.

Upon completion of work, the Contractor shall clean each work site and shall remove all stains, footprints, fingerprints, dust, paint spots, etc., caused by the Contractor's operations. Upon completion of work such as opening clogged waste lines, the Contractor shall thoroughly clean up all spilled sewage from walls, floors, fixtures, etc., and shall clean the affected areas using a disinfectant detergent.

#### **g. Quality of Work and Matching to Existing Finishes**

All Repairs or alterations work shall be carried to completion, including touch-up painting and/or operational checks. The quality of the work and the Repaired areas shall be fully compatible, visually and operationally, with adjacent surfaces or equipment. All replacements shall match existing in dimensions, materials, quality of work, finish, color, and design. Upon completion of work, any stains, and other unsightly marks shall be removed.

#### **h. Refrigerant Control and Certifications**

The Contractor shall control refrigerants and maintain records in accordance with EPA and any local air quality standards:

- Refrigerant control logs (form furnished by EPA) shall be updated monthly, and a copy sent to the COR not later than the first working day of the next month. The Contractor shall also maintain a set of logs on site, and make this set of logs available to Government inspection.
- Contractor employees who come into contact with refrigerants in the course of their duties shall be certified to handle such refrigerants. The Contractor shall submit a copy of such certification to the COR prior to any employee anticipated to handle refrigerants begins duties that might involve handling refrigerants.
- In the event of fines or penalties levied by the EPA or local regulatory authorities, the Contractor may be charged the cost as a performance deduction.

#### **i. Aboveground Storage Tanks (ASTs)**

Maintenance and inspection procedures for all aboveground storage tanks shall be performed to the level necessary to meet all EPA, state or local requirements for monitoring and maintenance.

Accordingly, the Contractor shall implement as a regularly scheduled PMI conducting and record monthly (or more often per regulatory requirements) visual inspections of the AST's and document those inspections.

Provide basic on-the-job training for facility employees every twelve months.

#### **j. Fire Protection Systems**

Fire warning and protection systems, and all other applicable equipment, shall be inspected, maintained and tested in accordance with the National Fire Protection Association (NFPA) codes and standards. Operating supplies such as packing, lubricants, rags, cleaners, etc., shall be properly secured in accordance with NFPA fire and safety requirements. All of the Contractor's employees shall be familiar with the building fire alarm system. All employees shall be trained on the procedures to follow in the event of fire or other emergency, or a false alarm, including the operation of fire alarm equipment, arming/disarming fire panels, isolating system components, and operation of fireman's panels.

The Contractor shall test fire alarm systems while taking best care to minimize disruption to tenants. General notification to all staff shall occur on the days of testing with individual building notification occurring just prior to testing periods. Inspection logs and reports shall be maintained by the contractor with copies provided to the SHEM Officer at the completion of each testing cycle.

Contractor shall maintain one staff member with necessary certifications for maintaining, documenting and performing all fire system and backflow preventer checks and certifications at the intervals and using procedures required by NFPA.

#### **k. Quality Control Program**

**Detailed QA requirements with specific performance measures can be found in Attachment 04, GED Quality Assurance Plan.**

The Contractor shall maintain a formal quality control program, with the aim of preventing deficient contract performance. In addition, EPA COR and/or altCOR will regularly review and inspect ongoing progress or completion status of any work being performed by contractor.

This program must as a minimum include:

1. a system of regular inspections by on-site staff (may be consolidated with the Tours program);
2. A program of monitoring equipment and systems performance on a systemic basis;
3. A program of review of service calls and tenant service records to verify quality of service.

Findings and corrective actions taken under the quality control program shall be documented.

### ***4 Work Requirements for Laboratory Operation, Maintenance and Repair***

The Contractor shall provide all necessary labor and supervision required to accomplish the work listed in the PWS. The Contractor shall provide an on-site supervisor of the Contractor's on-site staff.

#### **a. Government Furnished Facilities.**

The Government will provide office and shop space onsite for Contractor's personnel, including necessary furniture and equipment.



The Contractor's office and primary workshop will be located in Building 10 of the facility. Building 10 also houses the primary assortment of EPA owned equipment, supplies and tools needed to complete this PWS. The stock room is located in Building 47 and shall be staffed by the contractor. Government will provide utilities, network communications and long-distance phone service to all contractor work locations.

A secondary small shop for supporting Wet Lab operations is located in Building 20 and is also responsibility of the contractor. This shop houses primarily all the tools and equipment needed to maintain the wet lab research area and all the sea water pumping system. The contractor will be responsible for purchasing any new tools, including hand tools, needed to complete the PWS and a signed inventoried list of these tools will be furnished to the COR and will be the responsibility of the contractor to maintain. All tools, including hand tools, and equipment that is approved by the COR required to complete this PWS shall be a reimbursable purchase by the contractor and will become the USEPA's property and will be inventoried annually by EPA personnel. Any and all privately owned hand tools shall be inventoried, inspected by the Project Manager and the COR and removed from the site prior to starting the new contract. There will also be large EPA-owned equipment such as forklifts, backhoes, riding mowers, golf carts, etc. at their disposal for completion of PWS.

Contractor shall also be fully responsible for the safe stocking and inventory management of facilities-related chemicals stored in **Room C of Building 39**. Contractor shall also have ½ of Room B of Building 39 for flammable chemical storage. Procedures for chemical management and tracking will be provided by the SHEM manager and routine inspections of the rooms can occur at any time. Contractor assigned areas must be kept in a clean and orderly appearance with all containment, spill prevention and spill response equipment available as required by the SHEM Manager.

**b. Normal Work Hours**

The Contractor's staff shall be on-site at EPA facility continuous Monday through Friday between 7:30 am and 4:00 pm with the exception of Federal Holidays. If the Project Manager is not on-site, the COR shall be notified and a clear Chain of Command notification issued in an email and / or a text to the EPA COR. Also, it shall be posted in an appropriate location for all contract employee's information.

**c. Work Notices**

The Contractor shall notify the COR one week in advance of any scheduled activities which may cause interruption to utilities or which may affect the research of GED employees. In emergency situations, the Contractor shall notify the COR as soon as possible, but in any case, in advance of making permanent repairs. The COR has the right to delay scheduled Contractor work, even if previously approved, if interruptions to utilities may harm research currently underway.

Prior to work initiation, "Work In Progress" signage and/or suspended caution tape shall be used to clearly identify work in progress locations.

**d. Preventative Maintenance of Equipment, Buildings and Structures (PM)**

- 4.d.1 Preventative maintenance includes required tours and watches as prescribed in Attachment 06 “List of Equipment and Systems. The Project Manager and the Alternate Project Manager will have access to the EPA computers and PMI’s shall be performed and documented per the schedules in Attachment 06 and by the deadlines in SharePoint WO system. All PM work shall be completed within these guidelines:
- 4.d.1.1 The Contractor shall perform PM inspections and maintenance according to the PM work orders generated by the EMS. The Contractor is responsible for pulling PM information from EMS as necessary to schedule work. All PM work orders shall be completed within 14 working days after the work order generation date without written technical direction from the Project Officer.
- 4.d.1.2 The Contractor shall “close out” the work orders within 14 working days after the work is completed and accepted by the COR.
- 4.d.1.3 During any given PMI procedure, contractor shall self-generate follow-up WO’s when inspections or scheduled maintenance activities result in observations of conditions warranting a more thorough analysis or are indicative of a pending repair need, a need for non-recurring or heavy maintenance, or replacement of the subject piece of equipment or system.

**e. Maintenance, Repairs and Architectural and Structural Repairs**

- 4.e.1 The COR may perform inspections or tests of the Contractor’s maintenance and repair efforts at any time. The following definitions and requirements apply:

The Contractor shall perform the work as described on the work orders and in accordance with accepted industry standards or EPA standards provided by the COR. All work orders shall be completed within 30 calendar days of issuance, unless a time extension is received from the COR. After the work is completed and accepted by the COR, the Contractor shall close-out the work order in the lotus work order system within 14 working days.

- 4.e.2 Maintenance and Repair Work:

The Contractor shall perform seasonal PM in the spring and fall of each year and repair grounds maintenance equipment and other motorized (gasoline or diesel powered) equipment such as lawn tractors, backhoe, forklifts, golf carts, generators, boat lifts, lawn equipment trailers, small gasoline and battery powered grounds maintenance tools, pumps and fork lifts as indicated by the EMS or as directed by COR.

The Contractor shall perform routine PM work such as greasing, adjusting, changing belts, filters, bulbs, oil, and sharpening equipment necessary for maximum efficiency and to prolong the life of the equipment.

Maintenance shall also include items defined by manufacturer (typically in owners or service manuals) at the recommended and required intervals and/or as assigned by COR.

Minor repair and general maintenance of road and marine vehicles shall include as the PRIMARY requirement to keep all clean and in normal, safe operating condition.

General preventative maintenance shall include the following:

- Bi-weekly (if vehicle hasn’t been used). Start and operate each road vehicle to full engine operating temperature. Typically, this can be done by taking it offsite for a run around the neighborhood. Check for general vehicle function and safety systems (tires, brakes, lights, comfort systems, wipers, etc.).

- Bi-weekly or after vehicle has returned from a >100 mile round or field trip, inspect general cleanliness and condition.
- Monthly for vehicles and trailers, check and top off tire pressures, oil, coolant, brake fluid, for all vehicles to manufacturers specifications. Report to fleet manager signs of excessive tire wear, damage, or a recurring low-pressure condition that may require repair or replacement.
- Monthly for all vehicles: vacuum, wash, wipe down interior plastics/vinyl, clean windows and mirrors (in and out). Occasionally, a vehicle may need an additional cleaning following a day in the field or upon completion of a multi-day field event.
- Immediately notify fleet manager of any signs of excess trash, signs of vehicle abuse, unforeseen body damage, personal items left in vehicle, etc.

Coordination of minor repairs for GSA vehicles shall include replacement of wear items such as batteries, wipers, light bulbs, etc. after purchasing part/s using GSA fleet card at an approved local vendor and upon COR approved request from fleet manager.

Contractor shall coordinate with fleet manager and deliver/return vehicles to approved GSA repair shop for all other repairs or replacement of major wear items such as tires, belts, brakes, shocks, etc.

It is critical that the fleet manager approve all car and truck repair activity prior to beginning so that arrangements can be made with GSA for review of estimate and to arrange payment for either the parts or total repair service (whichever is required).

Upon approval from fleet manager, O&M shall schedule, deliver and return vehicle for any required factory recall service.

Documentation required includes maintaining a regular schedule of performed and due maintenance for each piece of equipment or vehicle. Copies of these records shall be provided to the EPA fleet manager and/or COR as required.

Following completion of service, vehicle shall be retrieved from repair shop and returned to GED.

Fleet manager must be notified of the return and the vehicle data sheets must be filled out completely in the respective vehicle binder and returned to the front desk in building 65.

Use of the EPA calendar scheduling system is required for taking a vehicle in/out of service. Fleet manager MUST be informed as well when a vehicle is to be taken offsite for service.

For boats and upon request from field ops coordinator with approval by COR, minor repairs shall be limited to items such as battery checks and replacement, fluid checks and replacement, initial troubleshooting of engines for easily identifiable problems. Repairable items include such things as fuel line problem/fuel filter replacement, cooling system flush/unclog, oil changes, spark plug changes, shift/throttle/steering linkage issues, lights, anchor retrieval systems, repair/replace of boat hardware (e.g. cleats, clasps, guides, etc.), electronics install/replacements, addition and maintenance of scientific equipment and associated mounts, etc.

After initial attempt to troubleshoot boat for minor repair or if major repair/service is clearly a need (per EPA field coordinator), contractor shall assist with transport of boats to/from repair shop with COR approval.

For boat trailers, repairs and maintenance can include items such as addition/rewiring/replacement of light kits, greasing of hubs and axles, replacement of tires (includes removing and taking to tire shop for replacement), lubing and replacing winches as needed, repairing/replacing worn or broken entire or components of hitch assemblies, moving/replacing bunks, replacing leaf springs, replacing brake pads/shoes, etc.

Major repairs for trailers includes work such as repair of frame damage, axel replacement, full brake assembly replacement, multi-tire replacements for multi-axel trailers, etc. Contractor shall also be available to assist with transport of boats to/from repair shop with COR approval.

Repair efforts shall not include repair of equipment, trailers, vehicles, boats etc. that are under an active maintenance agreement or under factory warranty (e.g. newer model GSA fleet vehicles, recently purchased boats and engines, etc.).

**4.e.3 Non-vehicle related repair work includes:**

Work required troubleshooting and restoring all components and scientific equipment which have deteriorated from normal wear or tear, and other building or equipment work to prevent damage or deterioration of the facility which would otherwise be more costly to repair.

Restoring or repairing components and minor alterations of laboratory space damaged by fire, storms, explosions, the elements, and other disasters to return facility and equipment to use.

Replacement of key parts/components in a timely manner to prevent further deterioration of associated equipment, components, or systems which are consistent with the latest state-of-the-art techniques, remaining life and planned tenure of the facility.

Work must be reviewed by the COR before being considered complete.

The Contractor shall label all new equipment or utility installations for easy identification and enter the new information into the EMS system within 30 calendar days.

**f. Emergency Call-back Repair Services**

Emergency repairs may involve temporary repair or modification of equipment to provide an alternate method of continuing laboratory operations. The following conditions apply to emergency work:

The contractor shall respond verbally or via text within 15 minutes and with experienced staff on-site within 30 minutes of notification of a possible emergency condition or situation.

The Project Manager and primary technicians shall be issued contractor purchased cell phones for emergency call back services.

Notice will generally be made verbally by the COR or alternate COR. Occasionally, however, the afterhours security guard may not be able to reach the COR or alternate. Under this situation, the Contractor may receive information directly from the security guard about conditions or situations that appear outside of the normal operations. In this case, the Contractor's staff receiving the information shall make a determination as to whether emergency conditions may exist and to take immediate action to stabilize a situation that endangers life, property or research.

The Contractor shall take immediate action(s) to control an emergency situation after attempting to verbally notify the COR with a recommendation for action. Permanent repair work is subject to the approval of the COR and subsequent work order.

Emergency work shall take precedence over all other categories of operations and maintenance work.

#### **g. Grounds Keeping**

Grounds maintenance shall consist of: grass mowing; edging; weeding; trimming; tree and shrub pruning; trimming and shaping; weed control; removal of leaves, grass clippings, debris and litter from site.

##### Lawns

GED's 17-acre island contains abundant lawn habitat for pollinators. To maintain EPA's BMP for providing essential habitat for pollinators, mowing should be done only as needed and no lower than 3" blade height. At no time shall contractor allow vegetation to reach a height in excess of 6". Contractor shall mow up to the edge of the riprap on the shoreline and against edge of designated pollinator habitat zones.

During certain seasons, and under certain conditions, the COR may direct changes in mowing heights or frequency.

Areas that contain large rocks or and permanent debris or have limited access to riding mowers shall be cut with string trimmers OR when accessible with push mowers. All litter or potential flying debris shall be removed from grounds prior to mowing to prevent damage to vegetation or equipment.

Once initiated mowing and trimming operations for the entire island shall not exceed three working days; exception being during inclement weather.

Best effort should be made to limit power mowing and use of gas-powered equipment near and between office buildings between the hours of 0900 and 1500.

Over time the "natural" areas designated as pollinator habitat may require cutting back due to overgrowth and/or an accumulation of non-desirable or invasive species. These areas will be reviewed annually. And no more than annually, the COR/alt-COR may request these areas get trimmed back or cleared.

##### Trimming and Edging

Trimming and edging along building foundations, parking curbs, sidewalks, landscaping, driveways, causeway, entrance gate area, parking lots and curbs shall take place bi-weekly during the growing months (April through October) or as needed to maintain a clean and uniform appearance.

##### Weed removal

Removal of weeds in beds and under trees shall be done bi-weekly April through October and monthly November through March. Use of herbicide applications between vegetation in beds shall be minimized and restricted to use only with approval from COR/alt-COR.

Weeds and grass shall also be removed as needed from all sidewalk and asphalt expansion joints and cracks.

#### Assistance with Pest Management

As needed O&M shall be responsible for limited spot treatment only of ant mounds, use of wasp spray as needed to kill nests, and an occasional treatment of unforeseen insect pests at any location onsite, using either existing staff or subcontract. As needed COR/alt-COR may request contractor use a rat/mouse or small animal trap to attempt to remove small animal pests from inside or under buildings.

#### Shrub, Hedge, Shoreline Edge and Tree Management

Beds, shrubs, small trees and other areas as requested by COR/alt-COR shall receive a treatment of mulch annually.

Contractor shall also maintain current depth and width of shoreline cane vegetation along the riprap. Following security review or upon request of COR/alt-COR, contractor may be required to reduce the breadth and/or width of the shoreline stands of cane.

All pruning and shaping of trees, shrubs, and palms shall be accomplished in accordance with Industry Standards or as requested by the COR/alt-COR. Limbs should at all times be trimmed/pruned back sufficient to avoid contact with buildings/structures/vehicles during normal storm events. Limbs should also be cut back over sidewalks to allow a 6.5' person to easily walk under them without stooping. Low level limbs are okay down to 4' under some of the larger trees or as allowed by COR/alt-COR over lawns or natural areas.

Shrub hedges shall be sheared monthly to maintain proper height and shape.

Trees significantly damaged by storms or that have reached a size that could pose damage to buildings, structures or property shall be removed. Funds permitting and upon approval by COR/alt-COR, subcontracting to a tree removal company MAY be approved when tree is too large or falling it could result in damage to buildings or structures.

Plant new trees as directed by COR. Until established, provide support in form of watering during dry spells, staking, fertilizer spikes, compost, and mulch as needed.

#### Lawn Equipment

All equipment shall be maintained in good operating condition to ensure clean, even mowing of grass, and to prevent scalping or rutting of grounds and damage to tree, shrubs, and other property.

### **h. Warehouse Receiving and Deliveries**

The Contractor shall be responsible for receiving and distributing shipments of supplies and equipment. Standard Operating Procedures on warehouse operations will be provided to the Contractor upon award of this contract. The operating hours are from 7:30 am- 4 pm, except 30 minutes for lunch and for 30 minutes during regular Contractor staff meetings. Responsibilities are as follows:

#### Maintaining Stock

Order and receive all goods to the GED warehouse. The contractor shall utilize the Agency Blanket Purchase Agreement and GSA Vendors to procure office, administrative and shop

supplies stored in the warehouse. The contractor shall procure and maintain previously established minimum item stock points.

Establish a numerical file by purchase order/contract number and an alphabetical file by vendor name within one month of contract award.

#### Receipt of Deliveries

Record all deliveries by date, time, and signature of receiving employee.

Open packages and visually inspect contents for breakage and for conformance to the Purchase Order in quantity and description.

If goods are broken, defective, or not in conformance with the Purchase Order, contact the COR and provide a full description of the problem.

Provide copies of the receiving report with the Purchase Order to a) the Property Management Office, and b) the Paying Office, in accordance with instructions provided by the COR.

As appropriate, and as identified in written instructions from the COR, apply EPA bar code property decal numbers to capitalized and/or sensitive property items.

#### Distribution to Staff

If the order appears to be correct, deliver goods to appropriate EPA personnel and secure the signature of the EPA employee at time of delivery. Do not deliver goods without receiving the signature of the cognizant EPA employee.

Make regularly scheduled delivery of goods twice each working day, once in the morning, once in the afternoon.

Distribute stock items as directed in writing by the COR.

Provide special deliveries of goods and perform special inventories as directed by the COR in work requests.

#### Inventory Management

Conduct an annual inventory of warehouse stock and provide a copy to the COR. Conduct the inventory in the first 30 days of the contract term.

Maintain the computerized Chemical Inventory System (CIS).

### **i. Direct Digital Controls (DDC) Systems**

The HVAC systems for Buildings 10, 20, 34, 42, 45, 47, 49, 65 and 67 have DDC. The DDC system is designed to reflect the well-being of the pertinent HVAC system. The contractor is required to understand and use these systems, and to access the controls from a remote site if necessary.

### **j. Surface Repair and Recoating**

This also includes restoration of areas damaged or surfaces that had to be altered as part of the scope of an assigned Work Order.

For interior painting and sealing, work shall be conducted per industry standards for the surface being painted. Interior surfaces may include but are not limited to installation of new or

repaired drywall, painting/recoating existing drywall, block wall, concrete floors, ceilings, trim, doors, cabinets, metal, etc. In some instances, COR/alt-COR may require removing and retexturing of surfaces.

For exterior painting, texture and sealing, work shall be conducted per industry standards for the type of surface receiving treatment. Exterior surfaces may include but are not limited to new or repaired siding, block wall, wood eaves and soffits, exterior trim, doors, concrete wall/column/posts, metal surfaces, mechanical and other building support equipment, etc. In some instances, COR/alt-COR may require additional levels of surface preparation for damaged or corroded surfaces or surfaces expected to be subject to corrosive environments.

Prior to beginning, contractor shall prepare all surfaces and mask all areas with potential for damage from accidental spills and/or drips.

If contractor wishes to use substances other than low-odor water-based products, approval must be granted by COR/alt-COR. At all times, effort should be made to limit noxious fumes getting into nearby office and laboratory spaces. It is also critical that O&M project managers review site and approve activity prior to beginning to insure necessary ventilation is available to prevent excessive inhalation of hazardous fumes. Any questions re. exposure limits to paint products should be directed to SHEM Officer.

**k. Additional Support Services**

Trash and Recycling (roll-off dumpsters)

Upon approval from GED's utilities account payer that funds are available, contractor shall notify the respective trash/recycling company that a pickup/exchange for empty bin is needed. Contractor shall coordinate scheduling and drop-off location of the newly received emptied dumpsters.

As needed and upon request from COR, post-storm or annual lab clean-up efforts or R&I projects being led or managed by GED or the O&M contractor will require additional roll-off services. Contractor shall also be responsible for the coordination and delivery during these events.

Compost Management

GED maintains a program for staff to compost vegetable based unconsumed food or coffee grounds using two compost bins near the building 65 cafeteria. Contractor shall be responsible emptying and delivering to a secondary compost location near building 39 when a bin is full. Seasonally or upon request from COR, the accumulated compost outside of 39 can be transported for distribution to beds or recent plantings around the campus.

***5. Services from Written Direction.***

The contractor shall perform the following types of services as directed in via SharePoint-based work order system from the COR. GED may be required to update or change the WO system at any time per security issues with software, license expirations, Agency-wide changes, etc. And SOP for using the WO system is in Attachment 05.